

**EXAMINING CRISIS MANAGEMENT IN THE EASTERN
LIBYAN CONSTRUCTION INDUSTRY**

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**EXAMINING CRISIS MANAGEMENT IN THE EASTERN
LIBYAN CONSTRUCTION INDUSTRY**

By

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MENELITI PENGURUSAN KRISIS DALAM INDUSTRI BINAAN DI LIBYA TIMUR

ABSTRAK

Pengurusan krisis merupakan proses di mana sesebuah organisasi mengendalikan satu fenomena besar yang megugat organisasi, pihak berkepentingan dan orang awam. Proses pengurusan krisis boleh diaplikasikan ke atas syarikat-syarikat yang terdiri daripada pelbagai saiz. Ia menggambarkan satu siri proses dan aktiviti yang saling berkaitan; yang akan membantu dalam mereka, menguji dan mengekalkan pelan lebar sesebuah organisasi semasa terjadinya krisis yang mengugat daya maju dan lestari organisasi tersebut. Tesis ini adalah satu alat rujukan yang membantu syarikat-syarikat pembinaan dalam mempertimbangkan faktor-faktor dan langkah-langkah yang diperlukan untuk menyediakan dan menguruskan sesebuah krisis (bencana ataupun kecemasan), mengambil tindakan sewajarnya untuk melindungi pekerja-pekerja dan komuniti serta membantu dalam memastikan daya maju syarikat tersebut berterusan. Ia khasnya bertujuan dalam menyiasat faktor-faktor yang menyumbang kepada pengurusan krisis dalam industri pembinaan Libya dan ianya telah dijalankan di bahagian timur Libya. Selain itu, ia juga bertujuan untuk mencadangkan dasar-dasar ataupun garis panduan yang boleh diasaskan dalam membantu semua projek pembinaan Libya dalam menguruskan sebarang krisis. Instrumen kajian ini diuji sepenuhnya menggunakan 234 responden yang dipilih secara rawak; antaranya (bandar-bandar Benghazi, Al-Bayda, Tabarak, Darnah, Al-Marj, Al-Abyar and Ajdabiya). Daripada 234 soal selidik yang diedar dan dihantar secara rawak antara populasinya, hanya 201 telah

dikembalikan. Walau bagaimanapun, daripada 201 responden yang melengkap kajian tersebut, 11 telah dikecualikan disebabkan oleh respon yang tidak lengkap. Sejumlah 190 peserta dimasukkan untuk analisis, yang berkadar respon sebanyak 81.2%. Hasil daripada kajian ini telah membuktikan majoriti pesertanya telah menyatakan bahawa kebanyakan krisis diasaskan dan terjadi semasa rancangan pembinaan projek-projek. Tambahan, faktor-faktor yang menyumbang kepada pengurusan krisis dalam industri pembinaan Libya telah berjaya dikenalpasti. Kajian ini telah mencadangkan jabatan-jabatan seharusnya dilatih secara kerap dalam mengendalikan krisis yang dijangkakan di mana telah diiktiraf oleh peserta-peserta sebagai dasar berkesan yang pertama, diikuti dengan pembelajaran daripada krisis sebelumnya dan menghindarnya sebagai dasar berkesan kedua dalam mencegah krisis. Kajian ini juga mencadangkan bahawa Pra dan Post perancangan komunikasi untuk pengurusan krisis mesti disediakan dalam syarikat-syarikat pembinaan untuk menangani krisis itu apabila ia berlaku.

EXAMINING CRISIS MANAGEMENT IN THE EASTERN LIBYAN CONSTRUCTION INDUSTRY

ABSTRACT

Crisis management is the process by which an organization deals with a major event that threatens to harm the organization, its stakeholders, or the general public. A crisis management process can apply to any size company. It describes a series of interrelated processes and activities that will assist in creating, testing, and maintaining an organization-wide plan for use in the event of a crisis that threatens the viability and continuity of the organization. This thesis is a tool to help construction companies consider the factors and steps necessary to prepare and manage for a crisis (disaster or emergency), taking appropriate actions to protect the employees and community and helps ensure the company's continued viability. It is specifically aimed to investigate the factors contributing to crisis management in the Libyan construction industry and it was conducted in the east part of Libya. Moreover, it also aims to propose policies or guidelines which could be initiated to assist all Libyan construction projects in managing any crises. The research instruments were fully tested using 234 randomly selected respondents in the construction companies in the eastern cities of Libya namely (Benghazi, Al-Bayda, Tabarak, Darnah, Al-Marj, Al-Abyar and Ajdabiya cities). Of the 234 questionnaires sent out and delivered to a random sample of the population, only 201 were returned. However, of the 201 respondents who completed the study, 11 were excluded because of their incomplete responses. A total of 190 participants were included in the analysis, with a response rate of 81.2%. The findings from this research

the majorities of the participants have stated that most crises used to be started or happened during the construction projects plan. Further, the factors contributing to crises management in the Libyan construction industry were successfully identified. This research has recommended that departments should be trained regularly in practice to deal with anticipated crises has been recognized by the participants as the first affective policy followed by learning from previous crises and avoid it as the second affective policy in preventing the crises. . The research has also recommended that Pre and Post communication planning for crisis management must provided in the construction companies to deal with the crisis when it occurs.